

COMMUNITY SERVICES PROGRAM ANALYST

GRADE: 18

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Community Service Program Analyst performs intermediate, paraprofessional and administrative work assisting in researching, coordinating and managing community and social service programs for the City. The incumbent handles a variety of assignments and problems independently dealing effectively with normally encountered work situations. The work requires inside and outside contacts on matters requiring cooperation, explanation and persuasion. There is limited physical demand with considerable mental effort handling multiple projects concurrently. The work is subject to general policy direction, practices and procedure with general supervisory review. The incumbent participates with and may supervise others in program development and service delivery.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Assists the Community Services Manager in coordinating and managing social services programs that serve the community in areas of information/referral, emergency assistance, language skills, youth development, crisis intervention, medical/health services.
- Performs and coordinates community needs assessments and strategic and long-range planning on an ongoing basis.

- Researches best practices and benchmarks services provided by other jurisdictions, non-profit and the private sector and recommends and implements improvements to City service delivery where appropriate.
- Works with civic groups, parent and student groups and other community organizations in assessing and determining social service needs and desires and implements programs and services to serve those identified needs.
- Coordinates the Holiday Drive Program Data Base.
- Manages the Rockville Emergency Assistance Program (R.E.A.P.) Data Base, analyzes the process and implements service and efficiency improvements.
- Monitors Caregivers Grants, performs site visits and assessments, writes reports, provides feedback to non-profits; provides contract administration.
- Works on special projects.
- Networks with other Recreation and Parks staff, Neighborhood Resources staff, other City departments, Montgomery County, and non-profit service providers to promote service coordination.
- Identifies, applies for, and administers grants.
- Assists with coordination and management of City community and social services and intervention in crisis situations, such as structure fires, natural disasters, etc.
- Assists in arranging workshops on money management, housing resources, emergency management, etc. in partnership with other agencies
- Prepares informational materials for outreach.
- Backs up other Division functions.
- Work some evenings and weekends as required.
- Performs other duties as required.

QUALIFICATIONS:

Minimum Training and Experience:

Any combination of training and experience equivalent to the minimum of a required B.A. or B.S. degree from an accredited university or college in Social Work, Sociology, Public or Business Administration or a closely related field and two years progressively responsible public or business administration experience, preferably in a social services setting. Must possess a driver's license valid in the State of Maryland.

Preferred Knowledge, Skills and Abilities:

- Knowledge of methods, principles and techniques associated with research, data collection, and report preparation.
- Knowledge of the principals and practices of grant applications.
- Knowledge of the operation of a wide variety of government aid, welfare, health, and recreation resources and programs.
- Knowledge of major programs and resources offered in the State of Maryland, Montgomery County and the City of Rockville.

- Skill in grant-writing; basic research and surveying techniques; data analysis; and community analysis.
- Skill in oral and written communication.
- Skill in the use of Microsoft Word, Excel, and Access.
- Ability to compile and report information in a clear and concise manner.
- Ability to establish and maintain effective working relationships with representatives of various government agencies and private organizations, employees and the general public.